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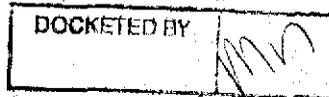
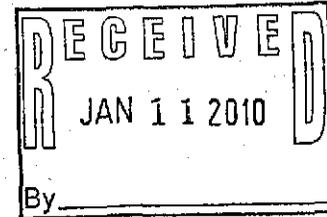
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January 8, 2010

Commissioner Kristin K. Mayes
Commissioner Sandra D. Kennedy
Commissioner Bob Stump
Commissioner Gary Pierce
Commissioner Paul Newman
Arizona Corporation Commission
Commissioners Wing
1200 W. Washington
Phoenix, AZ 85007-2996

Arizona Corporation Commission
DOCKETED

JAN 21 2010



Dear Commissioners Mayes, Kennedy, Stump, Pierce and Newman,

It has been my great privilege to serve as a member of the Board of Directors of Community Information & Referral ("CIR") for nearly two years now. I am currently serving as the Secretary of the Board. I write to express my support for Community Information & Referral's request that the Arizona Corporation Commission designate CIR as the lead 2-1-1 entity in Arizona (the "Lead 2-1-1 Entity"). This designation may ultimately make CIR eligible for federal funding, which is needed to increase CIR's capacity to accept the increase in calls that will result from CIR's promotion of its 2-1-1 number.

As I am sure you know from the information CIR has provided to you, CIR has been providing information and referral services to the residents of Arizona since 1964. Just this year, CIR acquired the operations of Tucson's local information and referral agency. CIR is now operating statewide.

Information and referral services, like those provided by CIR, are critical to Arizona's communities. People call CIR not knowing exactly where to turn for help. Trained CIR operators assess the needs of callers and help them find the assistance they need. I know that *time is short before you consider whether to designate CIR as the Lead 2-1-1 Entity*, but if you or a member of your staff can spare an hour, I strongly encourage you to arrange for a tour of CIR's facilities, and a chance to listen to a few calls. You will very quickly see the value of the service that CIR provides. I am happy to facilitate such a visit.

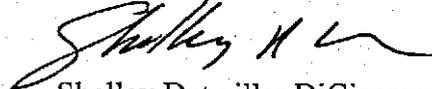
Arizona is one of only four states that do not have a functioning 2-1-1 system in their communities. CIR handles thousands of calls each month from individuals throughout the State. In November of 2009, for example, CIR's 24-hour helpline answered 24,316 calls for help. With the designation as the *Lead 2-1-1 Entity in Arizona*, CIR will have taken an important step toward building a 2-1-1 system here. People will easily learn to dial 2-1-1 when they need any health or human services. This easy access will be the single most important advancement the Commission can make to help people in need of social services. When trying to feed a hungry

family, a parent could do without the stress of searching for the right number to dial. 2-1-1, like 9-1-1 and 4-1-1, is easy to remember, even in a time of great stress.

Community Information & Referral is well positioned to act as the Lead 2-1-1 Entity. CIR is an existing, experienced, and respected non-profit, community-based organization. CIR has been doing the work of a 2-1-1 system for more than 45 years, is currently operating across the State, is a nationally accredited information and referral agency and has been active in discussing and promoting the development of a 2-1-1 system in Arizona through community meetings statewide and with many well-respected community partners. All of this groundwork makes CIR the best candidate for Lead 2-1-1 Entity in Arizona. With federal funding for 2-1-1 systems looking more possible than ever, it is critical that CIR be designated the Lead 2-1-1 Entity in Arizona as soon as possible.

I fully support CIR's application to be designed the Lead 2-1-1 Entity in Arizona. Please feel free to contact me with any questions you may have.

Sincerely,



Shelley Detwiller DiGiacomo